

**BEFORE THE TENNESSEE REGULATORY AUTHORITY**

**NASHVILLE, TENNESSEE**

**August 30, 2004**

**IN RE:**

**TARIFF TO REMOVE VOICE MAIL SERVICE  
FROM THE GENERAL SUBSCRIBER SERVICES  
TARIFF – TARIFF NUMBER 2004-0805**

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**DOCKET NO.  
04-00195**

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**ORDER APPROVING TARIFF**

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This matter came before Chairman Pat Miller, Director Deborah Taylor Tate, and Director Sara Kyle of the Tennessee Regulatory Authority (the “TRA” or “Authority”), the voting panel assigned to this Docket, at a regularly scheduled Authority Conference held on July 26, 2004 for consideration of Tariff No. 2004-0805 filed by CenturyTel of Claiborne, Inc. (“CenturyTel”) on July 6, 2004 to remove voice mail from its General Subscriber Services Tariff (“GSST”).

**Background**

In an Order issued on May 5, 2003 in Docket No. 03-00230,<sup>1</sup> the TRA determined that voice mail is an information service rather than a telecommunications service based on a similar determination by the Federal Communications Commission.<sup>2</sup> Pursuant to that Order, CenturyTel filed Tariff No. 2004-0805, with an effective date of August 2, 2004, suggesting that voice mail need not be regulated by the TRA and removing voice mail from its GSST.

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<sup>1</sup> See *In Re Complete Choice Plus Voice Mail Promotion – Tariff number 2003229*, Docket No. 03-00230, *Order Approving Tariff* (May 5, 2003)

<sup>2</sup> See *In the Matter of Federal-State Joint Board on Universal Service*, FCC 98-67 (*Report to Congress*) 13 F.C.C.R. 11,830, ¶ 75 (April 10, 1998)

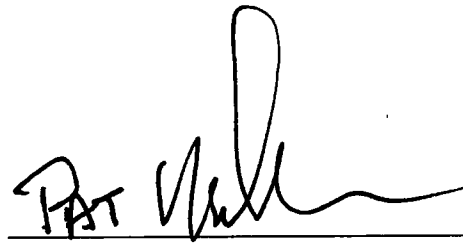
In accordance with Tenn. Code Ann. § 65-5-202, TRA Rule 1220-4-1-.03(a) requires all rates and charges for every class of service offered in the State of Tennessee to be tariffed. Under TRA Rule 1220-1-1-.05, the TRA is permitted to waive the requirements of this rule for good cause.<sup>3</sup>

**July 26, 2004 Authority Conference**

At the July 26, 2004 Authority Conference, the Panel voted unanimously to waive the tariff requirement of TRA Rule 1220-4-1-.03(a) for good cause shown and approve CenturyTel Tariff No. 2004-0805 based on the prior determination that voice mail is an information service rather than a telecommunications service.

**IT IS THEREFORE ORDERED THAT:**

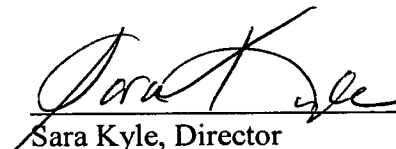
Tariff 2004-0805 filed by CenturyTel of Claiborne, Inc. to remove voice mail from its General Subscriber Services Tariff is approved.



Pat Miller, Chairman



Deborah Taylor Tate, Director



Sara Kyle, Director

<sup>3</sup> See *Petition of Global Tel\*Link Corporation for a One-Time Waiver of TRA Rule 1220-4-2- 58* (TRA Docket No 02-00700)